

## Top 10 Mistakes to Avoid when Installing Your Evaluation of Good Software

### 1. Applying the "Send As" permission at the domain level will NOT work for users or groups of users that belong to the following protected groups.

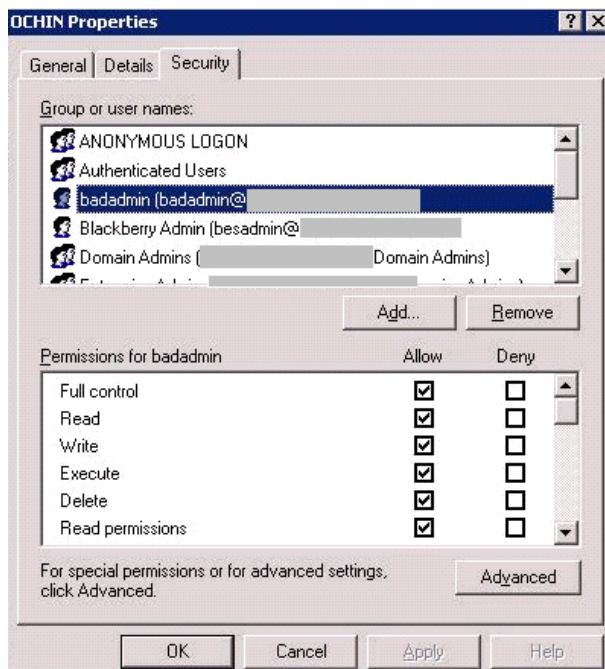
If a Good enabled user belongs to any of these protected groups, or belongs to a group that is a member of any of these protected groups, then they should be removed from that group and the "Send As" permission for the GoodAdmin Service Account must then be set on the user object. It is recommended that a new Active Directory account be created belonging to the protected group for administrative purposes only, and not email purposes, as recommended by Microsoft's new "best practices". **The solution would be to provide "Send on Behalf" permissions.** Please see: <http://support.microsoft.com/kb/907434/>

### 2. Adding Users on GMC. How to avoid common error "failed to open default message store 8004011d"

First Workaround: Make sure that the goodadmin account has the proper permission as discussed in the [admin guide](#) (page 14 in pdf). Please also verify that the super user is not included in any protected group. Open a computer that has Outlook and login as the goodadmin account and try to open a user mailstore. From Outlook> Click on File tab> Choose Open> Other user's folder. Have the IT admin open a regular user.

Second Workaround: Allow full access to the super user account and test again.

From the Exchange System manager on the good server:



Third Workaround: On ESM, verify that all containers have inherited the goodadmin account and put a check mark on "allow inheritable permissions from the parent to propagate to this object and all child objects" so that it is inherited. Restart Good Services after.

**3. Make sure you have the appropriate version of MS Exchange:**

For Microsoft Exchange 2010-only environments, the MAPI/CDO download from Microsoft is required on all Good Messaging Server machines. The Exchange MAPICDO version must be 6.5.8147.0 or higher.

**4. During installation make sure you have installed the latest MAPI/CDO for Win 2008 or install ESM for Win 2003.**

**5. After installing the Good Port, you may notice that it shows the GMC in a disconnected state do not become alarmed.** It is normal for the GMC to show disconnected. It only connects to the NOC once during installation. GMM is the service that maintains a constant connected state to the NOC.

**6. Make sure you have the proper ports open before you use Good over Wifi.**

In order to use Good over WiFi, the following destination ports are required to be open:

- UDP Ports 12000, 15000 - Used to pass outbound-initiated traffic to Good once the Good client is installed on the handheld. Open 12000 for inbound traffic as well.
- TCP Port 80 - Used to redirect to secure port 443
- TCP Port 443 - Used for secure access to Good webstore for OTA distribution and download
- TCP Port 21 - Used to FTP logs to Good Technical Support (optional, but highly recommended)
- TCP Port 15000 - Used for attachment downloading and S/MIME

This is also located on our Good Admin Guide Chapter 3 page 59 Good Secure WIFI: Prerequisites and System Requirements

**7. Make sure that when installing the Good Mobile Control, the license that needs to be used is GMC.**

If you're installing Good Mobile Messaging Server, use GMM-EXCHANGE or GMM-DOMINO license key

**8. If you are a Domino Server make sure you have domino 32bit installed. 64 bit is not supported.**

**9. In order to add Roles on GMC for Domino you must use AD authentication, not LDAP.**

**10. If you receive an error IP Range Failed on Domino do not panic, this will be fixed in the next Domino release and it will not affect your server.**